

## Office of Training Services - Cancellation and Substitution Policy

### Erosion & Stormwater Courses

#### ★ What if I have registered for a course and need to cancel?

If you need to cancel enrollment for a classroom course after a payment has been processed, you can request a refund up to 7 calendar days prior to the course. This will allow DEQ to fill your spot with any wait listed users.

Any request for refunds should be submitted to: [certification@deq.virginia.gov](mailto:certification@deq.virginia.gov).

*No refunds will be issued for a request received within 7 calendar days of a course date, as enrollment will be finalized.*

#### ★ If I can't get a refund, do I have any other options?

You may request enrollment for a course of the same title which is offered within 6 months of the original enrollment date; however, you cannot enroll in a course with a different title.

Any request for an enrollment change must be submitted to:  
[certification@deq.virginia.gov](mailto:certification@deq.virginia.gov) , on or before the original course concludes.

#### ★ What if I registered for an examination and need to cancel?

If you need to cancel registration for an examination, you can do so in writing up to 7 calendar days prior to the course by submitting the request to:  
[certification@deq.virginia.gov](mailto:certification@deq.virginia.gov).

*No refunds will be issued for a request received within 7 calendar days of an exam date.*

If you are unable to attend an exam and want to request enrollment in the same exam at a different location (within 6 months), the request must be submitted to DEQ at:  
[certification@deq.virginia.gov](mailto:certification@deq.virginia.gov) before the scheduled examination date.